

EXHIBIT 29

Message

From: Janik, Chester [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=804690BC476E4569AAC3AFA11E29D356-JANIK, CHET]
Sent: 8/10/2022 11:26:38 AM
To: Newport, William [WNewport@geico.com]
Subject: RE: Case Life - 16.57 days

Yes, he does have a few cases in Rochester, but the increase in CL is due to field work and volume.



Chet Janik / SIU Supervisor
Region 2 / SIU
Phone: 716-435-8461 | Fax: 516-213-7700
Email: CJanik@geico.com

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Sensitivity: General/Internal

From: Newport, William <WNewport@geico.com>
Sent: Wednesday, August 10, 2022 7:22 AM
To: Janik, Chester <CJanik@geico.com>
Subject: RE: Case Life - 16.57 days

If he's working over the 8 hours please make sure he is putting in his time. Is he still covering Rochester?

Sensitivity: General/Internal

From: Janik, Chester <CJanik@geico.com>
Sent: Wednesday, July 27, 2022 3:55 PM
To: Newport, William <WNewport@geico.com>
Subject: FW: Case Life - 16.57 days

Bill, here's Craig Costanzo response to the increased Case Life. He is correct and has valid points.

48 cases in June had something to do with it. Traveling to Rochester has something to do with it. Insureds have been difficult to get required documentation from.

Moving as fast as I can. I also have made an effort to stop working more than 8 hours a day.

=====

Hi Guys,

It's been awhile since I updated the Team on Case Life. Even though it's not a 2022 MAP goal, it's still an important way for me to observe how you are managing your pending cases. As of today, the Team average CL is at 11.99 days. With a reduction in MAP goal categories, I would have hoped to see a much lower CL, like what we were averaging back in March of this year, at 6.4 days. I will send everyone their CL separately, so you can see where you rank in relation to the Team average. Is this increase due to more field work being conducted? Even when you are on vacation, I'm having Cristina look into your pending cases to see if any claims activity has taken place on your investigation, that may assist in resolving the reason for the referral and close the case. Continue to focus on closing your cases if all investigative steps have been taken towards completion.

Thanks and have a great day.



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Sensitivity: General/Internal

From: Costanzo, Craig <CCostanzo@geico.com>
Sent: Wednesday, July 27, 2022 1:50 PM
To: Janik, Chester <CJanik@geico.com>
Subject: RE: Case Life - 16.57 days

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Sensitivity: General/Internal

From: Janik, Chester <CJanik@geico.com>
Sent: Wednesday, July 27, 2022 1:47 PM
To: Costanzo, Craig <CCostanzo@geico.com>
Subject: Case Life - 16.57 days



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